

Ref: FOI/GS/ID 4681

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

07 February 2019

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Appointment booking systems.

*You asked:*

- 1. Please provide details of the Trust's current Letter printing service supplier/system.*
- 2. What is the Trusts annual cost for the printing and postage of patient letters?*
- 3. Please provide monthly values for the number of patient letters sent?*
- 4. Does the Trust use the services of an external printer for patient and non-patient letters?*  
*YES / NO*  
*If No, go to question 5. If Yes, go to question 7.*
- 5. What are the Trusts costs for the service and support of onsite printing equipment?*
- 6. Have you previously considered using outsourced services? Please provide details of why you chose not to use them.*
- 7. Please provide when the service was implemented, and the services included?*
- 8. Please provide specific details of any aims/targets set of the print service and whether these have been achieved?*
- 9. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Trust?*
- 10. Please provide details of:*
  - a. Supplier*
  - b. Expected contract length*
  - c. Contract review date*
  - d. Cost of contract to date*
- 11. Please provide details of the implementation costs and on-going/support costs?*

*12. Please provide details of the processes followed to procure an external print service?*

*13. Please provide details of the channels used to publish the notification of procurement, for an external print service?*

Trust response:

1. The Trust has an Off-site Hybrid Mail solution. End users at the Trust send patient letters via a portal to an off-site facility to be processed and delivered to patients.

2. The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: [www.mtw.nhs.uk/about-us/our-quality-story/finance/](http://www.mtw.nhs.uk/about-us/our-quality-story/finance/)

3. Approximately 1,100,000 patient letters sent annually (average of 96,666 on a monthly basis)

4. YES

5. Not applicable

6. Not applicable

7. An off-site Hybrid Mail solution was implemented in January 2016.

Please refer to our response for question 1 for more information on what the service entails.

8. Central service, reduce cost, improve efficiency and IG Compliance.

9. This falls under the remit of the Interim Director of Health Informatics

Michael Beckett

10.

a. Supplier – Xerox UK Ltd

b. Expected contract length – 2 years

c. Contract review date – Not applicable

d. Cost of contract to date - The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

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12. National framework. Failing that it would be advertised in the OJEU & Contracts Finder

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